

Workplace Safety and Insurance Appeals Tribunal 2019 Accessibility Report

This report summarizes the Tribunal's experience in ensuring our accessibility policies and plans meet the requirements in the *Accessibility for Ontarians with Disabilities Act, 2005*, ("the AODA"), and the *Integrated Accessibility Standards Regulation (the "IASR", O.Reg. 191/11)*. This report is posted on the Tribunal's website and is available in accessible formats on request.

Customer Service

The Tribunal continued to provide accessible customer service to clients and stakeholders, governed by our Accessibility Policy for Customer Service. The Tribunal accommodated parties to appeals, witnesses and representatives on a case by case basis to allow them to fully participate in hearings. Some examples of accommodation provided include:

- Arranging for accessible hotel accommodations in Toronto and at our regional hearing locations for appellants and their support persons for 8 appeals
- Arranging for travel accommodations for parties with mobility issues to allow them to participate in their hearing in person
- Arranging for scent and chemical free rooms for 7 Toronto and regional hearings
- Changing the hearing formats for 5 appeals to accommodate the needs of parties to allow them to participate in the hearing

Procurement

In 2019, the Tribunal continued to incorporate accessibility criteria when procuring or acquiring goods, services and facilities. Tribunal managers and staff involved in procurement are knowledgeable of accessibility requirements in OPS procurement practices.

Information and Communication

Feedback

The Tribunal continued to ensure that feedback processes are available in accessible formats, such as via the website, by mail, fax, the TTY line or telephone. The Tribunal notified the public about the availability of these options in the Accessibility Policy for Customer Service and the Accessibility Policy – Integrated Accessibility Standards, which are both posted on the Tribunal's website.

Accessible Formats and Communication Supports

The Tribunal continued to provide information in accessible formats and communication supports for persons with disabilities, upon request in accordance with the requirements of the *IASR*. In 2019, the Tribunal began providing case materials to parties electronically.

Training

As part of our corporate training program, the Tribunal has incorporated accessibility modules on the requirements of the *AODA*, the *IASR* and the *Human Rights Code*, as well as, *Creating Accessible Documents*. This training is provided to new recruits as soon as practicable after commencement of employment.

A training session on providing accessible customer service was provided to new staff in September 2019. The Tribunal maintains a written record, including the date and number of participants, of the accessibility training program.

Employment

In 2019, Tribunal vacancies were filled through an accessible and inclusive recruitment process enabling persons with disabilities to fully participate in the hiring process. Potential applicants were notified about the availability of accommodation, on request, for persons with disabilities and successful candidates were informed of the Tribunal's policy and processes for accommodating employees with disabilities, including individualized workplace emergency response information, at the time the offer of employment was made.

The Tribunal continued to provide timely and effective employment accommodation and return to work for employees and OIC appointees with injuries, illnesses or disabilities, including the development of individualized accommodation plans and emergency response plans. Employee performance management, career development and advancement opportunities took into account the accessibility needs of Tribunal employees.